



Mr. Daniel C. Smith
Associate Administrator for Enforcement
National Highway Traffic Safety Administration
Attention: Recall Management Division (NVS-215)
1200 New Jersey Avenue, SE
Washington, D.C. 20590

February 2, 2009

Dear Mr. Smith:

Re.: Submission of Part 573 report for certain 2009 Model Year Mazda6 vehicles Door Handle Stuck

Pursuant to Part 573 of Title 49 of the Code of Federal Regulations, "Defect and Noncompliance Reports," Mazda North American Operations (MNAO), on behalf of Mazda Motor Corporation of Hiroshima, Japan (Mazda), submits the following information concerning a safety-related recall action that it is initiating.

Sec. 573.6 (c)(1) - Manufacturer's Name:

Mazda Motor Corporation with Designated Agent:

David G. Robertson, Group Manager
Environmental, Safety and Powertrain Engineering
Mazda North American Operations
1500 Enterprise Drive, Allen Park
Michigan 48101-2053

Sec. 573.6 (c)(2) – Potentially Affected Vehicles:

Vehicles potentially affected are certain 2009 Model Year Mazda6 vehicles built at the Auto Alliance International (AAI) in U.S. from April 8, 2008 through November 7, 2008. The VIN range of affected vehicles is as follows;

2009MY Mazda6: From 1YVHP8***95 M00057 To M36656

Sec. 573.6 (c)(3) – Estimated Population of Vehicles Potentially Affected:

Approximately 29,000 vehicles in the United States and federalized territories.

RECEIVED
2009 FEBRUARY 4 – 9:00 PM
OFFICE OF RECALL
MANAGEMENT DIVISION

Sec. 573.6 (c)(4) – Estimated Percentage of Affected Vehicles with the Defect Condition:

Unknown

Sec. 573.6 (c)(5) – Description of the Defect:

On certain Mazda6 vehicles, due to inconsistent dimension combination between the outer door handles and its brackets, the outer door handles may stick which may prevent the door from latching. This situation may allow the door to open while the vehicle is in motion.

Sec. 573.6 (c)(6) – Chronology of Events:

On October 30, 2008, Mazda first became aware of this matter when we received a report from the Canadian market describing an incident where the rear right door opened while vehicle in motion due to the outer door handle not returning fully to the closed position. We immediately initiated an investigation of this matter. As a result of our investigation, we identified the cause of the problem as inconsistent dimension combination between the outer door handle(s) and its bracket(s).

On January 28, 2009, Mazda determined that the condition constituted a safety related defect and that a recall campaign was required.

Sec. 573.6 (c)(7) – Basis of Non-Compliance Determination:

Not applicable.

Sec. 573.6 (c)(8) – Service Program:

Owners of record will be notified of the issue and instructed to take their vehicles to a Mazda dealer to have the outer door handles inspected, and if necessary, the outer door handles and/or its brackets will be replaced. These repairs will be performed at no cost to the vehicle owner.

A copy of the reimbursement plan to be sent to owners and dealers as an attachment to the owner notification letter is enclosed with this report. With respect to reimbursement, customers will be reimbursed based on the submission of a receipt indicating the amount paid by the customer to remedy this problem.

Dealers will be notified of the voluntary recall during the week of February 9, 2009.

Mailing of owner notification letters by first class mail will begin on February 13, 2009 and be completed within that day.

Sec. 573.6 (c)(9) – Service Program for Tire Replacement:

Not Applicable.

Sec. 573.6 (c)(10) – Copy of notification letters:

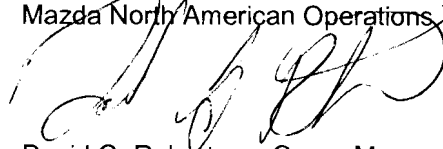
Copies of the notification letters to be sent to owners and dealers are enclosed with this report.

Sec. 573.6 (c)(11) – The Manufacturer's Campaign Number:

Mazda has assigned recall number 5209A to this action.

Sincerely yours,

Mazda North American Operations

A handwritten signature in black ink, appearing to read 'D. G. Robertson', is written over the printed name.

David G. Robertson, Group Manager,
Environmental, Safety & Powertrain Engineering



February 2009

2009 MAZDA6 Outer Door Handle Voluntary Safety Recall 5209A

Dear Mazda Owner:

This notice is sent to you in accordance with the requirements of the National Highway Traffic and Motor Vehicle Safety Act.

Mazda Motor Corporation has decided that a defect, which relates to motor vehicle safety, exists on certain 2009 Mazda6 vehicles built from April 8, 2008 through November 7, 2008. **If you are the recipient of this notice, your vehicle is included in this recall.**

What is the problem?

On certain Mazda6 vehicles the outer door handles may stick which may prevent the door from latching. This situation may allow the door to open while the vehicle is in motion. Driving the vehicle with the door unlatched could lead to an unbelted occupant being ejected and could result in death or injury.

What will Mazda do?

Your Mazda dealer will inspect the door handles in your vehicle, and if necessary, repair or replace the handles **free of charge**. The inspection and repair may take between 20 minutes to 2 hours to complete depending on the necessary repair; however, it may take longer depending on the service workload at your Mazda dealership.

As a reminder, Mazda may provide alternate transportation when your vehicle is at an authorized Mazda dealership for a warranty repair. To be eligible for alternate transportation, your vehicle must be within the mileage and time limitations under the Mazda New Vehicle Limited Warranty or Powertrain Limited Warranty for 2007 and newer model years, and adhere to the Rental Car Reimbursement policy. Ask your dealer for details about the Mazda Rental Car Reimbursement Program.

What should you do?

Mazda is concerned about your safety, and we encourage you to make an appointment with any authorized Mazda dealer to have the door handles inspected as soon as possible. You do not need to bring this notice to the dealer, but it may assist in the check-in process.

What if you already paid for a repair for any door handle?

If you have already paid for the inspection/repair or replacement of the door handles, prior to receiving this notice, you may be eligible for reimbursement of reasonable repair expenses based on Mazda's repair standards.

Please complete the enclosed "Reimbursement Application Form", include the necessary documentation, and mail it to us in the pre-addressed envelope provided, allowing 6-8 weeks for processing.

Where is the closest Mazda dealer?

To locate your nearest Mazda dealer, visit our web site and try our "Locate a Dealer" feature at www.MazdaUSA.com or consult your local yellow pages.

Moved or no longer own this vehicle?

If you have moved or no longer own your Mazda vehicle, please complete the enclosed prepaid *Information Change Card* as soon as possible. This enables us to update our records and notify the current owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Still have questions?

If you have any questions regarding this campaign, please contact our Customer Assistance Center at (800) 222-5500, option #6.

If Mazda or its dealers do not repair the defect free of charge and within a reasonable amount of time, you may notify the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Ave., SE., Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

We actively work to improve our products and search for solutions to improve your ownership experience. Please accept our apologies for any inconvenience this recall may have caused you.

Sincerely,

Mazda North American Operations

REIMBURSEMENT PLAN

Requirements for Reimbursement

If you meet **all** of the following requirements, you are eligible to receive reimbursement under this plan:

1. An authorized Mazda dealer has inspected your vehicle and completed the 2009 Mazda6 Outer Door Handle Voluntary Safety Recall 5209A.
2. You own or have owned a 2009 Mazda6 vehicle built between April 8, 2008 and November 7, 2008.
3. You have paid for the inspection, repair or replacement of the outer door handle due to door not latching properly.
4. You have an original or legible copy of the paid repair order or invoice receipt showing:
 - Description of the concern reported
 - Inspection, repair or replacement of the outer door handle
 - Itemized part(s) and labor charges
 - Vehicle model and year, and vehicle identification number (VIN)
 - Repair date (must be prior to the launch of this campaign)
 - Repair mileage
 - Name, address, and telephone number of the authorized Mazda Dealer or a licensed repair shop where such repairs were performed
 - Your name and address at the time of repair
5. Mail this reimbursement application form in the enclosed envelope to:

**Mazda North American Operations
Attn: Recall Reimbursement Dept
P.O. Box 57085
Irvine CA 92619-7085**

Procedure for Reimbursement Request

Once your vehicle has been inspected and/or the outer door handle replaced by an authorized Mazda dealer due to a defect, you may apply for reimbursement by doing the following:

1. Complete the Reimbursement Application Form found on the reverse side of this page.
2. Mail the Reimbursement Application Form with a legible copy of the paid repair order and/or invoice using the enclosed envelope.
3. **Retain copies** of the paid repair order or invoice and this application form for your records.

If you wish to correspond with Mazda regarding this reimbursement plan, please write to the above address and refer to your vehicle identification number (VIN).

Any reimbursement application form that is incomplete, illegible, or sent without the legible copy of the paid repair order or invoice will be returned for completion. If Mazda has any questions concerning your application for reimbursement, you may be contacted. Please allow 6-8 weeks for processing.

REIMBURSEMENT APPLICATION FORM

2009 Mazda6 Outer Door Handle Voluntary Safety Recall 5209A

(Please type or print)

Name: _____
First Middle Last

Address: _____
Street Address

_____ City State Zip Code

Phone Number: Home: _____
Work: _____

Vehicle Identification Number (VIN): _____
(17 digits in length)

Total Amount of Reimbursement Requested: _____
Dollars Cents

INSTRUCTIONS FOR GENERAL RELEASE DESCRIBED BELOW:

- Please read thoroughly
- Fill in vehicle identification number
- Sign the General Release (below)

General Release

I am submitting to Mazda Motor Corporation ("Mazda") a claim for reimbursement for all inspection, repair or part replacement performed to date in connection with the outer door handle. The vehicle identification number (VIN) is:

VIN: _____

In exchange for Mazda's payment of that claim, I hereby release Mazda, its agents, and its related entities from all claims for such inspection/repair costs. This release shall benefit Mazda and its authorized agent Mazda North American Operations, its regions/distributors (foreign and domestic), its authorized dealerships, and all their respective directors, officers, agents, employees, divisions, subsidiaries, and affiliated companies. This release shall bind my heirs, successors and assigns.

Dated: _____

Signed: _____

Mazda North American Operations



TO: Mazda Dealership General Managers, Service Managers, and Parts Managers

DATE: February 2009

SUBJECT: 2009 MAZDA6 Outer Door Handle Voluntary Safety Recall 5209A

Dear Mazda Dealer:

Mazda Motor Corporation has determined that a defect, which relates to motor vehicle safety, exists on certain 2009 Mazda6 vehicles built between April 8, 2008 and November 7, 2008.

On certain Mazda6 vehicles the outer door handles may stick which may prevent the door from latching. This situation may allow the door to open while the vehicle is in motion. Driving the vehicle with the door unlatched could lead to an unbelted occupant being ejected and could result in death or injury. The purpose of this campaign is to inspect the outer door handles and replace them with a modified one when necessary.

Owners of affected vehicles will be notified by first class mail beginning February 13, 2009.

This package contains important information about recall campaign 5209A:

Attachment I	Dealer Service and Parts information
Attachment II	Recall 5209A Repair procedure
Attachment III	Owner notification letter

Important Safety Notice: The National Traffic and Motor Vehicle Safety Act prohibits the delivery of any subject vehicles without performing the necessary repair for defects or failures. Failure to perform applicable recalls before delivery can result in extensive dealer fines and penalties from the Federal Government. Therefore, you must complete this recall for all affected vehicles in your inventory prior to delivery.

To help you effectively perform this recall, Mazda has developed the following resources:

1. Service and Parts recall instructions follow (Attachment I), were e-mailed to your Service Department, and are also available on eMDCS and the MS3 (Mazda Service Support System) websites.
2. Inspection and repair procedures follow (Attachment II), were e-mailed to your Service Department, and are also available on eMDCS and the MS3 (Mazda Service Support System) websites.

3. We recommend using the Recall Reminder Report available in Web Reporting for registered owners in the dealer's area to encourage customers to come in for the recall (with recall reminder postcards, for example). Dealers may use such owner information for the sole purpose of conducting and performing this recall, and for no other purpose. **Using it for marketing activities is strictly prohibited and could subject your dealership to substantial fines and other penalties.** The information in this report is protected by state privacy and other applicable laws regarding disclosure of personal and/or confidential, restricted or blocked information. It is the dealer's responsibility to protect the confidentiality of owner records and prevent the release of information to other parties.
4. For technical assistance, call the Technical Assistance Hotline at (888) 832-8477.
5. For warranty questions, contact the Corporate Dealer Assistance Group at (877) 727-6626 (select option 3).

Please make certain that the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this recall before responding to customer inquiries. If you have any questions, please contact your region manager or DSM.

As a reminder, owners may request information about their eligibility for a rental car. Rental car reimbursements are available only on vehicles within the mileage and time limitations under the Mazda New Vehicle Limited Warranty or Powertrain Limited Warranty for 2007 and newer model years as stated in the Rental Car Reimbursement Program (Policy No. 12.0).

We apologize for any inconvenience this recall may cause you and your customers. Your understanding and support in carrying out this campaign are greatly appreciated.

Sincerely,

Susumu Niinai
Director, Technical Services
Mazda North American Operations

ATTACHMENT I – DEALER INFORMATION

CONDITION OF CONCERN

On certain Mazda6 vehicles the outer door handles may stick which may prevent the door from latching. This situation may allow the door to open while the vehicle is in motion. Driving the vehicle with the door unlatched could lead to an unbelted occupant being ejected and could result in death or injury.

SUBJECT VEHICLES

Model	VIN Range	Build Date Range
2009 Mazda6	1YV HP8*** 95 M00057 – M36656	April 8, 2008 through November 7, 2008

The asterisk symbol “*” can be any letter or number.

Please note that some vehicles have already been repaired at the Ports.

OWNER NOTIFICATION

Owners of affected vehicles will be notified by first class mail beginning February 13, 2009.

PARTS INFORMATION

Description	Part Number	Quantity	Note
Left Side Door Handle (Front and Rear)	GSRC-68-082 -xx (Where xx is the suffix)	1	Suffix (xx) Color Codes: 09- Smokestone Mica 11- Light Ice Blue Metallic 42- Sangria Red Mica 50- Kona Blue Mica 60- Black Cherry Metallic 91- Comet Gray Mica 93- Brilliant Silver Metallic NN- Ebony Black UK- Performance White
Right Side Door Handle (Front and Rear)	GSRC-68-072 -xx (where xx is the suffix)	1	
Handle Bracket (Right)	GS3L-58-42XC	1	
Handle Bracket (Left)	GS3L-59-42XC	1	
Go/No-Go Gauge	SSTE-RC-001	1	Order replacement in Mstore
Thickness Gauge	Obtain locally	1	
Fiber stick or similar plastic tool	Obtain locally	1	
Campaign Label	9999-95-065A-05	1=50 labels	Obtain in Mstore

PARTS ORDERING

Go/No-Go Gauge (SSTE-RC-001)

Automatic shipping of the Go/No-Go gauge will start on February 3, 2009.
Additional Go/No-Go Gauges may be ordered through Mstore.

Door Handles and Handle Brackets

An initial shipment of door handles based on a percentage of dealer sales and customer preferred colors will start on February 3, 2009. The parts in this pre-shipment are to be used to repair customer vehicles only.

Please follow these instructions to order additional handles or brackets:

Orders will only be accepted through the Dealer Assistance Group (DAG) website “eMail Inquiries” page as follows:

1. Go to the Dealer Assistance Group web page, or click on the link below:
https://portal.mazdausa.com/dealershome/service_parts/dag/index.htm
2. Click on “eMail Inquiries” at the top of the screen
3. Click on “Corporate Dealer Assistance Group”
4. Fill in the following required fields:
 - First name
 - Last name
 - Phone Number
 - Email Address
 - MNAO Sales Order: (enter the PO number you would like to use for the order or simply enter N/A)
 - Part Number
 - Techline Ref #: (Leave Blank)
 - Comments: Enter the VIN(s) of the vehicle(s) requiring the part(s). VIN is required for the order to be placed. Also, if you require more than one part number, enter the additional part numbers here.

Once all the fields have been entered, click on the “Submit” button. This sends an email to DAG. Your order will be placed as a CSO order with the freight charge waived, and you will be contacted with confirmation of the order and the order number. You do not need to call DAG once this email request has been sent.

For parts ordering assistance, contact the Corporate Dealer Assistance Group at (877) 727-6626, option 2.

WARRANTY CLAIM PROCESSING INFORMATION

For Mazda6 vehicles WITHOUT Advanced Keyless Entry

	Driver's Door Primary Inspection and Other Doors Inspection And/Or Replacement as necessary	Driver's Door Secondary Inspection and Other Doors Inspection And/Or Replacement as necessary
Warranty Type Code	A	A
Symptom Code	99	99
Damage Code	99	99
Process Number	J0901A	J0901B
Part Number Main Cause	5555-09-001A	5555-09-001A
Quantity	0	0
Related Parts/Qty	GSRC-68-082 / 0-1 GSRC-68-072 / 0-2	GSRC-68-082 / 0-1 GSRC-68-072 / 0-2 GS3L-59-42XC / 0-1
Labor Operation Code	YY558ARX	YY558BRX
Labor Hours	0.3 Hrs.	0.9 Hrs.

For Mazda6 vehicles WITH Advanced Keyless Entry
Right Front Door passed inspection

	Driver's Door Primary Inspection and Other Doors Inspection And/Or Replacement as necessary	Driver's Door Secondary Inspection and Other Doors Inspection And/Or Replacement as necessary
Warranty Type Code	A	A
Symptom Code	99	99
Damage Code	99	99
Process Number	J0901C	J0901D
Part Number Main Cause	5555-09-001A	5555-09-001A
Quantity	0	0
Related Parts/Qty	GSRC-68-082 / 0-1 GSRC-68-072 / 0-1	GSRC-68-082 / 0-1 GSRC-68-072 / 0-1 GS3L-59-42XC / 0-1
Labor Operation Code	YY558CRX	YY558DRX
Labor Hours	0.3 Hrs.	0.9 Hrs.

Right Front Door requires bracket replacement

	Driver's Door Primary Inspection and Other Doors Inspection And/Or Replacement as necessary	Driver's Door Secondary Inspection and Other Doors Inspection And/Or Replacement as necessary
Warranty Type Code	A	A
Symptom Code	99	99
Damage Code	99	99
Process Number	J0901E	J0901F
Part Number Main Cause	5555-09-001A	5555-09-001A
Quantity	0	0
Related Parts/Qty	GSRC-68-082 / 0-1 GSRC-68-072 / 0-1 GS3L-58-42XC / 0-1	GSRC-68-082 / 0-1 GSRC-68-072 / 0-1 GS3L-58-42XC / 0-1 GS3L-59-42XC / 0-1
Labor Operation Code	YY558ERX	YY558FRX
Labor Hours	0.9 Hrs.	1.5 Hrs.

IMPORTANT NOTE: The Warranty Department will be collecting and inspecting all handles and brackets replaced.

RENTAL CAR

As a reminder, owners may request information about their eligibility for a rental car. Rental car reimbursements are available only on vehicles within the mileage and time limitations under the Mazda New Vehicle Limited Warranty as stated in the Rental Car Reimbursement Program (Policy No. 12.0).

	Rental Agency Vehicle	Dealer Loaner Car Fleet Vehicle
Warranty Type Code	A	A
Symptom Code	99	99
Damage Code	99	99
Part Number Main Cause	5555-RE-NTAL	5555-LO-ANER
Part Quantity	0	Number of days loaner car was used Mazda pays \$35.00/day
Labor Operation Code	MM012XRX	MM012XRX
Labor Hours	0.0	0.0
Sublet – Rental Car		
Sublet Invoice Number	Number from Rental Invoice or Dealer Purchase Order	
Sublet Type Code	Enter "L"	
Sublet Amount	Up to \$30.00 per day for the number of days customer had rental car	

Rental expenses exceeding the two-day limit will require prior DSM Authorization, as outlined in the Rental Car Reimbursement Program policy.

VERIFY THE VEHICLE NEEDS THE RECALL

1. Verify the vehicle is within the following ranges:

Model	VIN Range	Build Date Range
2009 Mazda6	1YV HP8*** 95 M00057 – M36656	April 8, 2008 through November 7, 2008

The asterisk symbol "*" can be any letter or number.

If the vehicle is within the above ranges, go to step 2.

If vehicle is not within the above ranges, return it to inventory or the customer.

2. Perform a Warranty Vehicle Inquiry using your eMDCS System and inspect vehicle for Campaign Label RECALL **5209A** attached to the vehicle's hood or bulkhead.

eMDCS System - Vehicle Status Inquiry Results

Note: Verify the recall number as the vehicle may have multiple labels.

If eMDCS displays:	Campaign Label is:	Action to perform:
RECALL 5209A OPEN	Present	Contact the Mazda Corporate Dealer Assistance Group at (877) 727-6626, option 3, to update vehicle history
	Not present	Proceed to "REPAIR PROCEDURE"
RECALL 5209A CLOSED	Present	Return vehicle to inventory or customer
	Not present	Complete a label and apply to vehicle's hood or bulkhead
RECALL 5209A is not displayed	Does not apply	Recall does not apply to this vehicle. Return vehicle to inventory or customer

REPAIR PROCEDURE: Please refer to Attachment II.